Inactive Email Account Policy for DC Metro, IL, MA, NY and PA- Article no. 1295

Introduction

This is usually shown in bolt as: 'This email address is flagged as 'closed' in the mail system, likely due to lack of activity.'

Resolution Steps

RCN notifies customers periodically regarding our Inactive Email Account Policy and upcoming deactivations for inactivity

- This policy is necessary to protect mailbox security, reduce spam, and continue to provide the dependable Webmail service customers have come to enjoy
- Any RCN email account that is not accessed for 6 consecutive months will be inactivated (suppressed)
    - Messages are not lost when email boxes are suppressed
    - Click here for steps to check for Email Suppression and reactivate mailboxes
- Prevent deactivation of email accounts by accessing the email account, through webmail.rcn.com or by downloading mail with the email program of their choice

on a regular basis

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=428